

General

3.0 Contractor Tasks

The contractor shall provide information retrieval and staff support to the BHPMO and EFDs in order to meet program objectives. Support will include the following:

3.1 Provide BH Management Support

- 3.1.1 Provide Advisory and Support Services to OPNAV in the areas of preparing monthly Financial Reports, Monitor Planning, Programming and Budget System, Archiving Documentation, Development of Briefing Packages, Tracking status of Official taskings and Field Inquiry Response preparation, Development and Maintenance of Reference Library and responding to high-level, time sensitive inquiries from Congress, OSD, SECNAV, CNO and major claimants.
- 3.1.2 Provide analytical support for studies associated with BH Administration, Management and Operations.
- 3.1.3 Provide on-site support and assist visits to Navy BH field activities. Assist Visits will provide the field activity with an evaluation of compliance with applicable Navy regulations, operational efficiency, and BH resident Quality of Life (QOL) aspects. Provide recommendations for improvements in all areas. Assist BH Managers with budget formulation, justifications and execution. Assist in the preparation of special documentation and 1391 MILCON documentation to support the projects identified in the transition plan. Assist BH Managers in improving BH Maintenance Programs and brief BH Managers on all new BH policy, management tools and techniques.
- 3.1.4 Provide BH Public Affairs support to assure the Navy at all levels is aware of the services available through the BHPMO in support of the improvement of Quality of Life issues associated with Bachelor Housing. This support includes, but is not limited to updating of the BH Home Page as necessary to communicate current information, Quarterly updates and revisions of the on-line BH Directory including the annual publication of one hard copy, six issues of the BH Newsletter, Annual consolidated BH portion of Command History. Provide recommendations and implement approved enhancements to the BH Home Page and BH Directory. Plan and deliver an appropriate awards program for presentation of the annual Zumwalt awards and recognition of accreditation recipients. Purchase and provide approximately 20 plaques for the Zumwalt Awards ceremony. Provide support and advisory assistance in the planning, coordination and presentation of BH headquarters and EFD hosted workshops, conferences and meetings.
- 3.1.5 Provide support in researching and developing draft Navy policy on BH. Provide assistance in updating and maintaining OPNAVINST 11103.1 (Series), BH Lodging Directory, and assisting with updates to NAVFAC BH documents and other policy as required. Provide execution oversight, review and consultation on the development and coordination of policy, standards and guidance instructions. Provide quarterly review of current laws and private industry standards/trends relating to health and safety issues and develop recommendations for policy revision and evaluate the impact associated with the revised policy.
- 3.1.6 Maintain BHPMO Reference Library and Quick Reference Guide. The Reference Library and Quick Reference Guide are an extensive collection of reference material

containing source documents and policies governing Navy bachelor housing and includes at a minimum, instructions, guides, legislative documentation, current report language, DODINST manuals, etc. The Reference Library file is electronic with index and is distributed to HDQTRS, and 4 EFD's, "C" and "F" School instructors and placed on the BHPMO Homepage. Quarterly updates to both Reference Library and Quick Reference Guides are required.

- 3.1.7 Provide support and advisory assistance in the development of studies and analysis for BH programs. Perform up to 20 studies during the performance period. Perform data calls, develop worksheet/format, evaluate accuracy of data, report findings and provide recommendations.
- 3.1.8 Maintain Activity binders and BH subject files in a current state and provide an electronic version. The binders contain comprehensive bachelor housing information such as: mission, chain of command, location, size, staffing, programs, issues, facilities, projects, etc. New materials are obtained from the correspondence and directives systems, messages, claimants, commands, etc. Maintain directories of contacts via telephone, internet, email, and commercial delivery addresses. Reports of completed maintenance will be made once each month. Printouts of directories will be made as changes occur or at least monthly.
- 3.1.9 Provide general staff support to include conducting data calls, reviewing documents, data entry and verification for management information systems, researching, collecting and arranging information required for responses to all levels of command concerning BH.
- 3.1.10 Maintain the Navy Transition Plan. The Navy Transition Plan identifies assets and requirements for over 100 field activities and 10 major claimants. Provide analytical support in the maintenance of the Navy Transition Plan. Maintenance of the plan includes the validation of data, revision of data, and documentation of the impact of revised data. Extract data annually to update BH facilities database. Maintain these data roll-ups to ensure consistent reliable information is available for a variety of inquiries. Provide recommendations for improvements to the system.
- 3.1.11 Provide Architectural and Engineering (A&E) support in relation to Transition Plan Maintenance as directed by the BHPMO.
- 3.1.12 Coordinate data and maintain interfaces with all applicable data base systems. Provide analysis of integrated data.

Bachelor Quarters

- 3.2 Provide BH Analysis/Studies Report.
- 3.2.1 APF Budget Templates shall be maintained and updated at least annually or as required.
- 3.2.2 Support the BQ Utilization and Manpower Reports including drafting data call. Provide recommendations on data collection, collect data, compile and analyze data and submit required reports, including data analyses and recommendations for program improvements.
- 3.2.3 Maintain a listing of Basic Allowance for Housing (BAH) at each location with BH.

Visitor Quarters

- 3.3 Provide analysis of activity and claimant billeting fund data. Review and analyze billeting fund data comparing budget to quarterly execution. Review and analyze billeting fund financial statements comparing previous year information with current year. Review and analyze financial information comparing revenue, expenses and percent variances from budget to actual. Establish and maintain a database with all financial and pertinent installation information by activity and claimant. Maintain listing of per diem rates for each location with BH. Based on per diem rates, maintain matrix of authorized levels of service charges by room type for approximately 100 activities. Maintain listing of service charges by room type for each activity, update as necessary, but at least quarterly. Review and Analyze Billet Fund Financial statements on a monthly basis, Review and Analyze Billeting fund budgets on an annual basis. Maintain a database that outlines financial information on a monthly basis.
- 3.3.1 APF and NABF Budget Templates shall be maintained and updated at least annually or as required.

Training

3.4 Provide BH Training Support.

Develop and deliver training and assistance program throughout the Navy BH program based on retrieval of policy information and best business practices by researching policy source documents and industry information available through the World Wide Web and other medium. Training approaches will focus on different levels and specialized requirements. Examples of training may include the following, based on analysis:

- 3.4.1 Provide assistance in the installation of the Lodging Touch System to Activities to include training, loading site data, providing quality assurance oversight to data input, troubleshooting operational issues, answering questions and providing follow-up training as assistance is requested by the Technical Assistant via the Contracting Officer's Representative.
- 3.4.2 Provide assistance during site visits by the EFD in validating activities self-assessment for the Zumwalt Accreditation Support.
- 3.4.3 Coordinate with AHMA Educational Institute and EFDs on the participation levels of BH management personnel in the Performance Plus training system. Compare the participation and completion levels of Performance Plus with other management indicators from the Performance Based Management Support Systems (PBMSS) and other sources to help determine the effectiveness this training program.
- 3.4.4 Provide curriculum development support and instructional support for the BH Management Course and the BH Fundamental Course. Interface with the Naval organization located at Lackland, Air Force Base on all "C" School support issues. Provide instructors to teach at a minimum six (6) four (4) week BH Management Courses ("C" School). Courses are administered in accordance with Navy training standards. Make modifications to instructional media materials to ensure effectiveness based on feedback from the government representative reviewing the course and student critiques. Develop necessary tests to evaluate all objectives not covered by performance tests. Revise course materials to incorporate policy changes and revise and maintain the Course Testing Plan to reflect changes in

the organization of lesson topics. Develop/monitor instructor performance, provide Post Course Instructor Evaluation Report. Compile results of student critiques and report results to government Technical Assistant not later than 15 days after each class. Review and submit course control documents prepared by course instructors prior to submission to BHPMO. **The course control documents include the curriculum outline instruction, the course control checklist and the master course outline.**

Revise course curriculum in accordance with CNET response. Monitor course certification requirements for personnel instructing the course. Develop, monitor and submit Instructor Performance Evaluations following each class. Develop and Monitor Quality Assurance Indicators and provide to Curriculum and Instructional Standards Office. Prepare Quality Assurance report for the CISO following each class. Benchmark the performance of each class and provide an evaluation report. Following each class, prepare a Curriculum Maintenance Evaluation Report.

Coordinate with CISO to provide an external instructor evaluator at least one time per FY to provide external evaluation of instructor technique and performance. Conduct a survey six (6) months after graduation for the former student and their supervisor to evaluate the effectiveness of materials taught.

- 3.4.5 Conduct training in BH Administration, Management, Operations, Facilities and Customer Service. **Ensure compliance with CNET Instruction, 1500.15, Accreditation of Navy Schools.** Review existing training materials, update and assemble a training package which consists of a lesson plan, instructor guide, student guide, desk guide, exercises, handouts, references, current activity records/reports (if applicable) and student critique forms tailored for the target audience. Coordinate the schedule and logistical support required for the sessions with the site point of contact. Obtain written student evaluations of the training. Training sessions **may include, but are not limited to** the following: (1) R21 - NAVFAC Asset Reporting, (2) R19 NAVFAC Requirements Reporting, (3) NAVFAC Utilization, (4) Financial Management of APF and NAF, (5) Customer Service, (6) Performance Plus, (7) Building/Facilities Management, (8) Central Reservations System, (9) Furnishings Management, (10) Front Desk Operations, (11) Housekeeping, (12) Accreditation Program (13) NAF Contracting, (14) Contract Administration (15) Property Management System (PMS) Lodging Touch and other new systems identified by Navy.
- 3.4.6 Complete a joint desk top paper review of the full curriculum for both the "C" and "F" school Courses on an annual basis and, in conjunction with the results from the students and field responses to the effectiveness of these courses, recommend necessary modifications to the BHPMO. Conduct a formal training evaluation of the "C" and "F" school courses that involves the use of post-training surveys of students attending and/or their immediate supervisors. Results could form the basis of recommendations for change to help ensure that these courses are responsive to the actual needs of the students attending.
- 3.4.7 Provide general support and coordination to all Navy Bachelor Housing Training programs to include formal BH Management Schools ("C" and "F" Schools), American Hotel Motel Association (AHMA) Performance Plus Program, and the Annual BHO training workshops. Emphasis will be on efforts to ensure that all training situations are appropriate, timely, responsive to the needs of the field organizations, reflective of current DOD and Navy policies, and consistent in content, approach and delivery across the spectrum of BH training events. Monitor and report on all on-going BH training programs/sessions in order to determine overall program effectiveness, rates of completion, student enrollment, areas of need, changes and updates and new requirements. Collect data on training completed and report quarterly. **Act as a**

clearing house for bachelor housing training presentations and resources, ensuring consistency in subject content and approach across all EFDs. Maintain a central repository of training materials, lesson plans for "C", "F" and EFDs, updating as required and post them on the BH Webpage. Coordinate EFD training packages to ensure consistency of material.

- 3.4.8 Provide instructors to teach three (3) Property Management System (PMS) Lodging Touch classes.